



Feb. 5, 2010

This Week:

- Washington State Transportation Commission (WSTC) Ferry Customer Survey
- Capacity restored at Point Defiance/Tahlequah
- Senate Transportation Committee Testimony
- Meeting with Federal Transit Administration Deputy Administrator
- Internal WSF on-time performance workgroup
- Customer compliment

Washington State Transportation Commission (WSTC) Ferry Customer Survey

I want to apologize for any confusion that may have resulted from a sample question distributed by the WSTC ferry survey group. Many of our customers who received this sample question were understandably frustrated and confused by its inflammatory nature. Please know that WSF was not consulted in this instance; however, we are committed to working with the WSTC on the development of their questions so the survey results are useful to WSF and help us understand what is important to our customers and how we can provide better service. For more information on the WSTC ferry customer survey, visit <http://wstc.wa.gov/>.

Capacity restored at Point Defiance/Tahlequah

The Rhododendron developed problems with its controllable pitch propeller system on Monday and it was removed from service for repairs. The 34-car Hiyu, our only available vessel, served the Point Defiance/Tahlequah route starting Tuesday morning. I apologize to our customers for the long waits and delays this week. Our Eagle Harbor maintenance staff worked hard to complete scheduled maintenance on the Kaleetan, which we sent to the San Juans so we could bring the 90-car Sealh to the Point Defiance/Tahlequah route today. Thank you to all of the WSF staff who worked to make it possible to restore capacity on the Point Defiance/Tahlequah route.

Senate Transportation Committee Testimony

On Wednesday I testified to the Senate Transportation Committee on Senate Bill (SB) 6109, a bill which covers various topics at WSF. I conveyed to the Committee that WSDOT supports this bill, but there are financial implications to the department. During session, WSDOT routinely testifies on bills to provide legislators with critical information to assist in their decision making. SB 6109 is available on the state Legislature Web site at <http://apps.leg.wa.gov/billinfo/summary.aspx?year=2010&bill=6109>.

Meeting with Federal Transit Administration (FTA) Deputy Administrator

I, along with other transit agencies in Puget Sound, met with Therese McMillan, Deputy Administrator for the FTA, on Thursday morning. We discussed the numerous challenges we all face in providing safe and reliable transit service to our customers.

Internal WSF on-time performance workgroup

This week I convened an internal WSF workgroup to discuss ways to improve on-time performance throughout the ferry system. We are developing a comprehensive list of considerations related to on-time performance, and key staff is assigned to look into these issues, so we may determine what changes can be made to the schedule and to operational procedures to improve on-time performance.

Customer Compliment

I would like to share a compliment that I received in late December applauding the efforts of customer information agent Demetrius Brown and his knowledge regarding ORCA.

He was a true subject matter expert, and whether answering a question about how it works on Metro buses, or on the ferries, he was equally knowledgeable and precise.

I appreciate the work of our customer information agents to provide quality customer service on a daily basis – thank you!

Next Week:

- Presentations to Senate and House Transportation Committees
- Hosting representative from the Office of the Australian Premier
- Mukilteo Terminal Project meeting

David Moseley's weekly updates are available on the WSDOT Ferries Division Web site at www.wsdot.wa.gov/ferries/weekly.

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